

## ABSTRACT

A knowledge management system and methods for crude oil refining are provided. The knowledge management system and methods enable information, such as crude oil characterizations, the experiences of processing crude oils in the refinery, problems encountered during the processing of crude oil in the refinery, and the treatments applied by personnel of the refinery to counteract those problems, to be captured, organized, and disseminated. The knowledge management system and methods for crude oil refining further provide a basis for running analytical models and other decision support applications to assess risks and financial impacts; thus, allowing users to make informed decisions for crude selection and treatment planning.